




## FalconOMS


Order Management System





## Introduction


### Introduction

 **FalconOMS Order Management System (OMS)** is the cornerstone solution for omni-channel success and is a platform that increases revenue and reduces costs. Our functionally rich OMS optimizes omni-channel order orchestration and delivers the enterprise inventory visibility required to unify commerce.

 FalconOMS is a cloud-based order management system designed for small, medium and large retailers, wholesalers and distributors. This suite covers all significant

 With FalconOMS, retail sellers can track their orders, inventory and shipments across all of their online sales channels as well as analyze team performance across functions and locate inventory in the warehouse. The system also provides users with real-time updates about their business via a reporting and analytics feature.











 Additionally, FalconOMS allows users to store customer information for future marketing use, build purchase orders, track inventory across warehouses, fulfill drop-shipping and 3PL orders, track raw materials required for products, create invoices and track payments.

 The system integrates with a variety of marketplaces like Amazon, eBay, Etsy and more. Storefront integrations include Shopify, Magento and WooCommerce, and accounting platform integrations include QuickBooks and Xero. The system also integrates with a variety of payment portals and shipping carriers, allowing orders to be shipped anywhere across the globe.



## Benefits

### Benefits:




-  Transforms businesses from multi-channel to omni-channel
-  Reduces the complexity and costs with services that are native to the platform
-  Enables retailers to deliver a consistent, stellar omni-channel brand experience
-  Leverage native customer support and POS integrations, along with customer order history/profiles to enhance customer engagement and clienteling
-  Empower customers to choose from shipping fulfillment timeframes and cost options
-  Simple & Scalable with a “real” multi-tenant, cloud-based platform
-  Extensive order lifecycle visibility
-  Coordinated cross-channel selling and order fulfillment
-  Web & Mobility access empowers operations to reduce TAT
-  Improved customer engagement with digital delivery mechanism








## Features

### Falcon-Order Management System





#### Centralized Customer Management (Primary Sales)

-  Customer Creation
-  Customer Management
-  Preference Management

#### Centralized Order Management

-  Web Based Order Management
-  Mobility Order Management
-  Schemes & Discounts Management
-  Order Booking (Web + Mobile)
-  Approval Process

#### E-Store (e-Catalog & Shopping Cart)



-  Web-based Product Catalog
-  Mobility Based Product Catalog
-  Smart Shopping Cart
-  Real-Time Inventory Reservation for Cart confirmation, & Order Approval



## Features




### Falcon-Order Management System

#### **Order Booking & Processing (Mobility Enabled)**


-  Order Booking & Fulfillment
-  Advanced Constraint Management - for handling the supply chain constraints like
  - Depot Un-Operational
  - Plant Shutdown
  - Transporter Strike ...etc.

#### **Centralized Inventory Management**

The real-time capabilities of our OMS, benefits inventory management by distributing data in real time regarding items sold, returned or exchanged. This saves companies from over-selling inventory, and once again, ensures customer satisfaction

-  Real time sync of inventory to avoid receiving orders for items that are out of stock or are no more available.
-  Reservation for goods that have been added to cart, but not yet purchased
-  Updating the stock levels correspondingly

#### **Grievance Addressal**



-  Customer complaints and grievance handling.




## Features

### Falcon-Order Management System

#### Credit Management


-  Customer Level & Group Level Credit Management
-  Credit release with real time integration with LOB Application on Credit Payment

#### LOB Integration

-  Real time integration with LOB Applications for
  - Master Data,
  - Order & Inventory information exchange.

#### Third Party Systems Integration

If a store has several fulfillment points, fulfillment integration enables to define which of the points to use for the order based on its location and item availability. In case a store uses a drop shipping model or third party services for order fulfillment, this integration lets the seller keep track of the progress -- see when the ordered item has been released for fulfillment and then get a shipping confirmation.

-  Integration with third party systems like (CRM / e-Comm Orders aggregators)



## Features

### Falcon-Order Management System

#### Push & Pull Supply Chains

- Supports Push Based Supply Chain (using Buffer Norm Fulfillment)
- Pull Based Supply Chain (SO & Manual Stock Transfer Order)

#### Forecasting & Analytics

- Demand forecasting & supply chain trends
- Predictive analytics of Supply & Demand trends, fulfillment trends, etc.

#### Integration with Shopping Platforms

Using API2Cart services, FalconOMS uses its unified API to integrate with 40+ most widely used platforms -- open source and paid, standalone and web-based.

Integration with Magento, Shopify, WooCommerce, Amazon, eBay, Etsy , and other popular shopping cart solutions will enable the following functional possibilities:








- Order synchronization for quick processing
- Order status and order update retrieval for easy tracking
- Customer details extracting for timely notifications sending
- Automated product count and inventory updates notifications for customers






## Features

### Falcon-Order Management System


#### End-to-End Synchronization

-  Engagement with suppliers, shipping providers, drop shippers and customers from one place
-  Holistic view of day-to-day activities
-  Access to real-time order status
-  Custom workflows based on availability, geography and shipping costs
-  Manual entry or barcode system for adding order items
-  Multi-currency conversion
-  Customer details with complete order history

#### Administration Module

-  Maintains application global settings and key data maintenance
-  Configure application modules and their connectivity
-  System security management

#### Notifications

-  Real time notifications via eMail & SMS for Orders, Fulfillment, Constraints





## Technical Specifications

### On-Premise - Hardware Requirements (Recommended):

#### **Server**    **Production (2 No's): 1 for Application Server and 1 for Database Server**

- Intel Xeon Quad Core Processor , 16GB DDR3 RAM ,500GB SATA HDD, 24MB CPU cache

#### **Staging (1 No.): Application and Database Server**

- Intel Xeon Quad Core Processor , 4GB DDR3 RAM ,500GB SATA HDD, 24MB CPU cache

#### **Workstations**

- Hardware independent any modern PC's with browsers support

#### **Handheld Mobile Computers**

- Industrial Wireless terminals that operate in warehouse operating conditions

- Motorola Symbol MC9090 G- (with RFID support)

- Android Smartphones and Tablets with Android OS 4.0 and above

#### **Wireless infrastructure**

- High throughput Wireless routers

#### **Thermal Printers**

- Industrial rugged thermal printers that support ZPL programming and network IP configuration

- Zebra Thermal Printers

- Printing stationary (Labels, Ink ribbons)

#### **RFID**

- Fixed RFID Reader (Motorola FX9500)

- Mobile readers are inbuilt in handheld MC9090

- RF Tags depends on the customer requirements



## Partners



## Contact US

### General Queries

[info@inventrax.com](mailto:info@inventrax.com)

### Technical Queries

[tech@inventrax.com](mailto:tech@inventrax.com)

### Sales Queries

[sales@inventrax.com](mailto:sales@inventrax.com)

### India

AVYA INVENTRAX PVT. LTD.,  
Sampath Vinyagur, D.No. 50-94-14/3,  
1st & 2nd Floor, Santhipuram,  
Visakhapatnam – 530016  
AP INDIA

Tel : +91 891 252 6060

Fax : +91 891 253 6060

For demo request and other info please visit

[www.inventrax.com](http://www.inventrax.com)



# THANK YOU

Thank you for letting us demonstrate our product.  
We appreciate your valuable time spent on this presentation.

